

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Second Quarter 2021

The Lifeline National Eligibility Verifier (NV) is a centralized system that determines whether consumers are eligible for Lifeline. The NV launched in its first states in June of 2018 and is now fully launched in all 56 states and territories.¹

- During the second quarter of 2021, the National Verifier (NV) received 2,633,158 applications.²
 - Of the applications received, 51% were qualified automatically, and 6% were qualified through manual documentation review.
 - Of the applications submitted, over 1,140,379 applications were determined to be “Not Qualified” because they did not meet the program criteria and were not resolved by the applicant within 45 days.³

The data below examines the eligibility status result for individuals participating in a qualifying assistance program or through their income as well as the overall qualification results.⁴

¹ The NV leverages state administrator processes and eligibility determinations in the National Lifeline Accountability Database (NLAD) opt-out states (California, Oregon, and Texas). The data outlined here includes application results in the NLAD opt-out states for the limited number of applications that are submitted through the National Verifier for those consumers with broadband-only service in California.

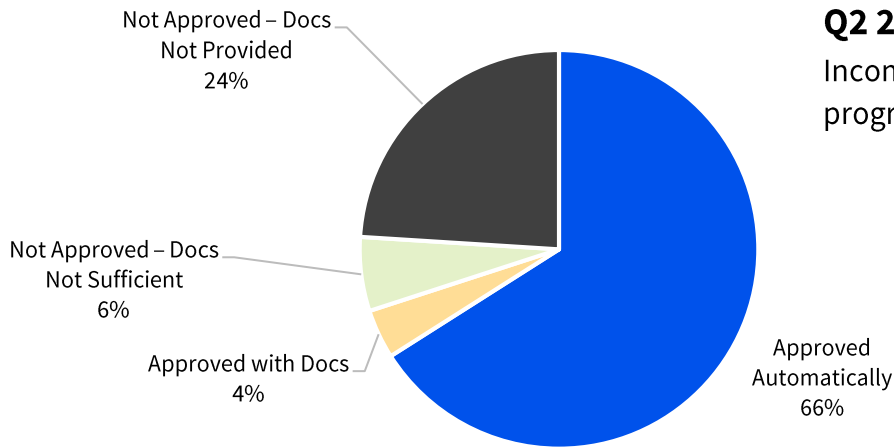
² All applications received in Q2 2021.

³ Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

⁴ An applicant can have multiple applications. A qualified application does not equate to enrollment in Lifeline. The applicant must select and enroll in service with a participating Lifeline service provider.

Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 66% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 30% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

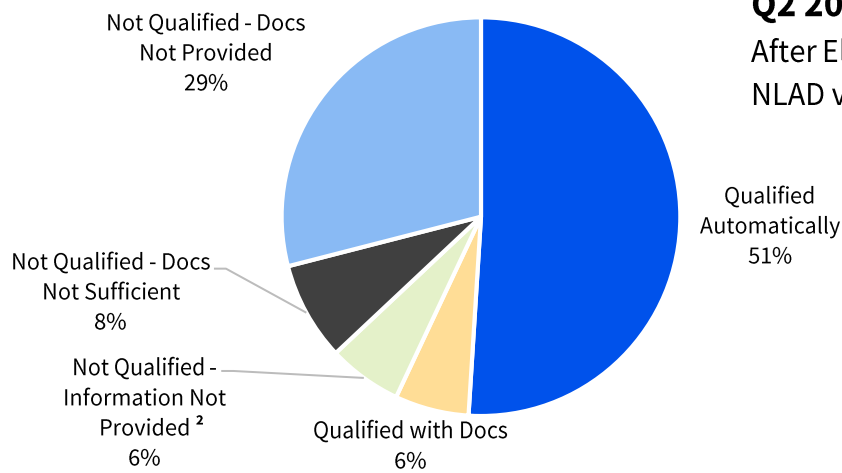


Q2 2021 Eligibility Status Result

Income or participation in qualifying programs

Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 1,492,779 applications were qualified to receive Lifeline (57% pass rate).



Q2 2021 Overall Qualification Result

After Eligibility Status Result and including NLAD validations

¹ NLAD validations refer to duplicate subscriber, duplicate address, identity, and Address Matching System (AMS) checks.

² This category refers to application errors that can be resolved without uploading documentation (e.g., pending consumer certifications, Lifeline Household Worksheet not complete, or AMS errors are unresolved).

Lifeline Program Eligibility Status Result
 Second Quarter 2021

| STATE | Approved Automatically | Approved with Documents | Not Approved - Docs Not Sufficient | Not Approved - Docs Not Provided | TOTAL |
|--------------|------------------------|-------------------------|------------------------------------|----------------------------------|------------------|
| AK | 3,180 | 400 | 306 | 1,178 | 5,064 |
| AL | 30,567 | 5,837 | 6,808 | 21,548 | 64,760 |
| AR | 23,479 | 2,137 | 3,254 | 10,369 | 39,239 |
| AS | - | 246 | 16 | 39 | 301 |
| AZ | 41,176 | 3,456 | 5,238 | 18,355 | 68,225 |
| CA | 1,437 | 74 | 303 | 862 | 2,676 |
| CO | 27,577 | 618 | 1,089 | 5,560 | 34,844 |
| CT | 21,793 | 1,026 | 1,788 | 7,286 | 31,893 |
| DC | 6,231 | 217 | 500 | 1,885 | 8,833 |
| DE | 4,071 | 269 | 404 | 1,581 | 6,325 |
| FL | 138,013 | 8,273 | 13,124 | 55,089 | 214,499 |
| GA | 69,701 | 5,218 | 8,792 | 33,251 | 116,962 |
| GU | 32 | 80 | 44 | 114 | 270 |
| HI | 4,760 | 742 | 874 | 2,867 | 9,243 |
| IA | 15,232 | 652 | 1,321 | 4,331 | 21,536 |
| ID | 4,484 | 547 | 670 | 2,311 | 8,012 |
| IL | 60,809 | 4,687 | 6,461 | 23,557 | 95,514 |
| IN | 42,773 | 1,922 | 3,595 | 13,405 | 61,695 |
| KS | 7,634 | 2,649 | 2,540 | 7,347 | 20,170 |
| KY | 69,205 | 2,000 | 5,774 | 18,944 | 95,923 |
| LA | 59,401 | 3,016 | 6,121 | 19,507 | 88,045 |
| MA | 26,779 | 2,381 | 2,482 | 10,789 | 42,431 |
| MD | 25,473 | 1,455 | 2,919 | 10,387 | 40,234 |
| ME | 5,155 | 321 | 475 | 1,712 | 7,663 |
| MI | 72,096 | 1,685 | 3,014 | 16,858 | 93,653 |
| MN | 21,330 | 842 | 1,551 | 5,934 | 29,657 |
| MO | 38,801 | 1,980 | 3,578 | 15,039 | 59,398 |
| MP | 7 | 639 | 169 | 614 | 1,429 |
| MS | 26,675 | 1,844 | 2,741 | 10,872 | 42,132 |
| MT | 2,734 | 238 | 299 | 1,108 | 4,379 |
| NC | 76,188 | 2,603 | 4,532 | 26,198 | 109,521 |
| ND | 1,037 | 269 | 167 | 677 | 2,150 |
| NE | 4,066 | 760 | 647 | 2,811 | 8,284 |
| NH | 3,488 | 259 | 288 | 1,362 | 5,397 |
| NJ | 21,244 | 2,623 | 5,122 | 14,784 | 43,773 |
| NM | 21,559 | 670 | 871 | 3,720 | 26,820 |
| NV | 29,392 | 1,234 | 2,352 | 9,085 | 42,063 |
| NY | 143,291 | 7,725 | 15,454 | 59,281 | 225,751 |
| OH | 90,427 | 4,342 | 8,343 | 29,365 | 132,477 |
| OK | 20,676 | 14,533 | 6,644 | 15,241 | 57,094 |
| OR | 4,184 | 221 | 525 | 2,038 | 6,968 |
| PA | 87,153 | 2,608 | 5,947 | 29,042 | 124,750 |
| PR | 131,323 | 13,283 | 8,962 | 30,816 | 184,384 |
| RI | 5,932 | 408 | 631 | 2,374 | 9,345 |
| SC | 33,311 | 1,490 | 3,012 | 14,650 | 52,463 |
| SD | 1,013 | 300 | 294 | 876 | 2,483 |
| TN | 52,996 | 1,768 | 3,244 | 16,979 | 74,987 |
| TX | - | - | - | - | - |
| UT | 8,642 | 467 | 678 | 2,999 | 12,786 |
| VA | 45,196 | 1,505 | 2,422 | 12,717 | 61,840 |
| VI | 191 | 30 | 15 | 143 | 379 |
| VT | 1,863 | 121 | 182 | 655 | 2,821 |
| WA | 43,004 | 1,421 | 2,530 | 11,110 | 58,065 |
| WI | 36,220 | 923 | 1,803 | 8,084 | 47,030 |
| WV | 18,054 | 851 | 1,700 | 4,956 | 25,561 |
| WY | 307 | 116 | 125 | 413 | 961 |
| TOTAL | 1,731,362 | 115,981 | 162,740 | 623,075 | 2,633,158 |

Lifeline Overall Qualification Result
 Second Quarter 2021

| STATE | Qualified Automatically | Qualified with Documents | Not Qualified – Information Not Provided ¹ | Not Qualified - Docs Not Sufficient | Not Qualified - Docs Not Provided | TOTAL |
|--------------|-------------------------|--------------------------|---|-------------------------------------|-----------------------------------|------------------|
| AK | 2,489 | 537 | 246 | 451 | 1,341 | 5,064 |
| AL | 23,408 | 6,201 | 3,090 | 7,894 | 24,167 | 64,760 |
| AR | 18,318 | 2,718 | 1,946 | 3,929 | 12,328 | 39,239 |
| AS | - | 237 | 2 | 23 | 39 | 301 |
| AZ | 32,736 | 4,542 | 3,156 | 6,480 | 21,311 | 68,225 |
| CA | 967 | 82 | 207 | 347 | 1,073 | 2,676 |
| CO | 21,777 | 1,227 | 2,346 | 1,799 | 7,695 | 34,844 |
| CT | 17,490 | 1,524 | 1,383 | 2,384 | 9,112 | 31,893 |
| DC | 4,811 | 349 | 477 | 665 | 2,531 | 8,833 |
| DE | 3,147 | 331 | 419 | 492 | 1,936 | 6,325 |
| FL | 110,041 | 10,646 | 12,588 | 16,778 | 64,446 | 214,499 |
| GA | 54,956 | 6,783 | 5,881 | 10,768 | 38,574 | 116,962 |
| GU | 21 | 72 | 2 | 57 | 118 | 270 |
| HI | 3,764 | 815 | 405 | 1,136 | 3,123 | 9,243 |
| IA | 11,845 | 1,026 | 1,330 | 1,711 | 5,624 | 21,536 |
| ID | 3,562 | 640 | 314 | 836 | 2,660 | 8,012 |
| IL | 47,779 | 5,871 | 4,802 | 8,249 | 28,813 | 95,514 |
| IN | 32,662 | 3,310 | 3,918 | 4,674 | 17,131 | 61,695 |
| KS | 5,829 | 2,690 | 787 | 2,914 | 7,950 | 20,170 |
| KY | 52,990 | 4,486 | 6,503 | 7,457 | 24,487 | 95,923 |
| LA | 46,973 | 4,341 | 5,402 | 7,607 | 23,722 | 88,045 |
| MA | 21,667 | 3,030 | 1,483 | 3,251 | 13,000 | 42,431 |
| MD | 20,247 | 1,954 | 2,023 | 3,562 | 12,448 | 40,234 |
| ME | 4,098 | 431 | 389 | 605 | 2,140 | 7,663 |
| MI | 58,602 | 2,928 | 5,275 | 4,443 | 22,405 | 93,653 |
| MN | 16,296 | 1,252 | 1,788 | 2,223 | 8,098 | 29,657 |
| MO | 27,614 | 2,860 | 3,633 | 4,433 | 20,858 | 59,398 |
| MP | 1 | 584 | 29 | 258 | 557 | 1,429 |
| MS | 19,852 | 2,636 | 2,488 | 3,634 | 13,522 | 42,132 |
| MT | 2,182 | 300 | 179 | 379 | 1,339 | 4,379 |
| NC | 53,937 | 4,442 | 7,794 | 6,244 | 37,104 | 109,521 |
| ND | 858 | 297 | 45 | 212 | 738 | 2,150 |
| NE | 3,258 | 798 | 299 | 828 | 3,101 | 8,284 |
| NH | 2,788 | 322 | 230 | 379 | 1,678 | 5,397 |
| NJ | 16,535 | 2,964 | 1,603 | 5,909 | 16,762 | 43,773 |
| NM | 16,357 | 1,308 | 2,046 | 1,445 | 5,664 | 26,820 |
| NV | 23,773 | 1,872 | 2,141 | 3,245 | 11,032 | 42,063 |
| NY | 112,131 | 12,027 | 8,996 | 20,648 | 71,949 | 225,751 |
| OH | 71,560 | 6,340 | 8,396 | 10,308 | 35,873 | 132,477 |
| OK | 16,654 | 14,431 | 2,100 | 7,751 | 16,158 | 57,094 |
| OR | 2,996 | 232 | 507 | 630 | 2,603 | 6,968 |
| PA | 69,105 | 4,754 | 6,359 | 7,947 | 36,585 | 124,750 |
| PR | 91,652 | 23,353 | 13,919 | 15,785 | 39,675 | 184,384 |
| RI | 4,853 | 570 | 352 | 781 | 2,789 | 9,345 |
| SC | 23,996 | 2,225 | 3,320 | 3,776 | 19,146 | 52,463 |
| SD | 807 | 318 | 59 | 340 | 959 | 2,483 |
| TN | 35,742 | 2,607 | 5,973 | 4,236 | 26,429 | 74,987 |
| TX | - | - | - | - | - | - |
| UT | 6,601 | 685 | 773 | 961 | 3,766 | 12,786 |
| VA | 32,720 | 2,622 | 4,267 | 3,518 | 18,713 | 61,840 |
| VI | 141 | 41 | 22 | 20 | 155 | 379 |
| VT | 1,527 | 163 | 93 | 237 | 801 | 2,821 |
| WA | 33,672 | 2,444 | 3,440 | 3,737 | 14,772 | 58,065 |
| WI | 29,085 | 1,564 | 2,897 | 2,586 | 10,898 | 47,030 |
| WV | 13,441 | 1,314 | 1,861 | 2,173 | 6,772 | 25,561 |
| WY | 253 | 117 | 5 | 149 | 437 | 961 |
| TOTAL | 1,330,566 | 162,213 | 149,988 | 213,284 | 777,107 | 2,633,158 |

¹ This category refers to application errors that can be resolved without uploading documentation (e.g., pending consumer certifications, Lifeline Household Worksheet not complete, or AMS errors are unresolved).